

Patient Self-Management Support Through a Five-Step Empowerment Counseling Model

(Funnell MM, Anderson RM: Empowerment and self-management of diabetes. Clinical Diabetes 2004; 22(3): 123-127.)

Step I: Explore the Problem or Issue (Past)

- What is the hardest thing about caring for your diabetes?
- Please tell me more about that.
- Are there some specific examples you can give me?

Step II: Clarify Feelings and Meaning (Present)

- What are your thoughts about this?
- Are you feeling (insert feeling) because (insert meaning)?

Step III: Develop a Plan (Future)

- What do you want?
- How would this situation have to change for you to feel better about it?
- Where would you like to be regarding this situation in (specific time, e.g., 1 month, 3 months, 1 year)?
- What are your options?
- What are barriers for you?
- Who could help you?
- What are the costs and benefits for each of your choices?
- What would happen if you do not do anything about it?
- How important is it, on a scale of 1 to 10, for you to do something about this?
- Let's develop a plan.

Step IV: Commit to Action (Future)

- Are you willing to do what you need to do to solve this problem?
- What are some steps you could take?
- What are you going to do?
- When are you going to do it?
- How will you know if you have succeeded?
- What is one thing you will do when you leave here today?

Step V: Experience and Evaluate the Plan (Future)

- How did it go?
- What did you learn?
- What barriers did you encounter?
- What, if anything, would you do differently next time?
- What will you do when you leave here today?